Role of Soft Skill in leadership vertex, goal and gain at Workplace

A Synopsis

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Introduction

Soft skills relate to how you do the work. Soft skills include interpersonal (people) skills, communication skills, listening skills, time management, and empathy, among others. Hiring managers typically look for job candidates with soft skills because they make someone more successfulin the workplace. Here we will study about the communication skills which is the most important soft skills at workplace

Communication skills are the abilities you use when exchanging different kinds of information. Some examples include communicating new ideas, feelings or even an update on your project. Communication skills involve listening, speaking, observing and empathising. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications like email and social media.

Communication skills are those skills which are needed to speak and write properly. A person who is able to speak appropriately whilst maintaining eye contact with the audience, uses varied vocabulary and articulate speech to suit the need of the audience is generally said to be an effective speaker. Similarly, an effective writer should be able to use written words in various styles and techniques to communicate his/her message and ideas to the readers. One should have the ability to listen carefully and write and speak clearly in any situation. Therefore, good reading, writing, speaking and listening skills are essential for effective communication. Importance of communication Your ability to communicate clearly and share thoughts, feelings and ideas will help you in all your relationships. For example, you can inform about something or you can also influence others through communication. Communication skills are needed to:

• Inform: You may be required to give facts or information to someone. For example, communicating the timetable of an exam to a friend.

• Influence: You may be required to influence or change someone in an indirect but usually important way. For example, negotiating with a shopkeeper to reduce the price or helping a friend to overcome stress due to exam or any other reason

Objectives of the study

Communication research generally refers to the attempt to discover trends or facts in the field of communication We gather information depending on others to develop relationships. The effectiveness of our communication is related to our capabilities to interpret the world. Communication Research is conducted to clarify the communication process and help us to understand the importance of communication in our everyday life.

The primary purpose of Communication Research is to special search or investigate and help people understand communication phenomena and direct their communication towards accomplishing individual and organizational goals.

Communication Research is conducted to help people understand complex and challenging communication phenomena as well as the average and apparently simple everyday routines like ordinary conversation. Many areas of communication research demonstrate the complex, multifaceted nature of communication. Further, the centrality of communication in modern life makes knowledge about communication processes crucially important.

To attain a healthy workplace, we need to know that people communicate effectively and we need to make them aware that all over work and efficiency is dependent on how we communicate.

Efficiency at workplace is directly proportional to amount of communication skills we have a person who communicates effectively is always on top in his/her performance and area of work which ultimately help in attaining organisational goals. So we need to understand how we can have this improvement

Review of literature

Barnard (1938) described communication as an essential management action, and tested its foundations and matters. According to him, communication is the most important affecting power in the organization. Communication makes an organization a helpful organism and associates the organization goal to the superiors and subordinates in an organization. It is necessary that managers and employees come together and have affirmative dialogue to discuss organization matters and challenges and look for solutions of such challenges. It can be observed that communication in the company is the sending and receiving of messages among interconnected persons within a particular environment or setting to achieve singular and public objectives. Management communication is not an isolated phenomenon but it greatly depends on contextual and cultural sensation. Within organizations people transfer and spread messages through face -to face, written, and mediated channels such as telephones, SMS and E-mails. Many scholars define communication as transmission of ideas. But that simple definition places great emphasis on the process of communication. Adler & Rodman (1985) described communication as the process of human beings responding to the symbolic behaviour of others. However, that definition recognizes both the process and the behavioural interaction of the persons engaged in the communication act. According to Blundel (2004), communication is a tool used by humans in their daily communication and collaboration. Essentially, communication is a process where information is transferred between the sender and the receiver. Perfect or clear message exchange between managers and employees that is a indication of good communication and in order for the information to be transmitted successfully to another individual, the receiver, needs to know which good communication channel in the contemporary era. (Blundel 2004, 2-4.)

As the social performance perception has been important in the management to stress collaboration, contribution, satisfaction, and interpersonal relationships among managers and employees, communication-related problems have also been acknowledged for managing procedures. Effective communication was a foundation of the social performance perception, so theorists highlighted interactive 27 communication among staff to increase and develop mutual trust. They also acknowledged the significance of both official and non-official communication. This viewpoint has delivered an impression about communication as a management procedure of social collaboration and has affected the theoretical backgrounds of communication theorists. Weick (1987, pp. 97-98), for instance, said “Interpersonal communication is the essence of organization because it creates structures that then affect what else gets said and done and by whom… the structures themselves create additional resources

for communication such as hierarchical levels, common tasks, exchangeable commodities, and negotiable dependencies." Orlikowski and Yates (1994, p. 541) also assumed communication as "an essential element in the ongoing organizing process through which social structures are produced, reproduced and changed." As a managing procedure, communication is not just an element of management but a critical part to mark management. Every aspect of manager's work in the company depends on communication. Problems come when there are misunderstandings or misinterpretations between managers and employees. Thus, the great matter is not whether communication between both sides but whether they communicate effectively or ineffectively (Shockley-Zalabak, 2006). Any company could suffer without dependably good communication and this would cause such consequences as missed deadlines, imperfect tasks, and unmet goals. When a company has grateful communication between superior and subordinates, it produces good products and services. Like any system, communication in the company or workplace needs constant maintenance. It cannot be considered stable or permanent simply because communication problems can come out sometime in a memo or staff meeting accounting very rapidly.

Research Methodology

Research methodology refers togiving idea or plan in which researcher is using various methods & process to accomplish research objectives or target. In other words we can also explain, it is a systematic & formal way to find out the solution for particular research problem. It is a science of learning how research is to be carried out. The meaning of Researcheris describing, explaining, and estimating all facts that are related to work.

In simple words, we can explain the research methodology is a combination of two words i.e.

- Re + Search
- Re means again & again and Search means find out something new on specific topic.

Data collection:-

1. Primary Data

This study based on Primary as well as secondary database. The analysis will be based on primary data. Primary data will be collectedfromcollegesor management Institutions and means of gathering the information will be students & faculty. The methods for gathering the data will be personalInterview & Questionnaire.

2. Secondary Data

- Journals
- Magazines
- Websites
- Research publications

Sampling:-

Sampling Unit: Delhi NCR (Greater Noida)

No of Institutions- I will take 5 Commerce and Management Institutions

1. Rameesh Institute of Engineering and Technology
2. Rameesh institute of Vocational studies
3. Jesus and Mary Covent school
4. Greater Noida college of Commerce studies
5. IIMT Greater Noida

Size of Sample:

Source List: College Faculty and Students

Hypothesis:-

For the hypothesis we can say that Efficiency of managers and workers at different levels of workplace or organization is totally dependent on effective communication system. Performing management functions efficiently ,effectively and coordinating these functions with one another do require communication or we can say effective communication skills. Thus, communication is regarded as an integral element in achieving organizational success and is also the basic part of the soft skills.

Communication plays a role in all managerial functions. In performing managerial functions like planning, organizing, directing, motivating, coordinating and controlling, managers must involve in internal and external communication and functions

In true sense, communication is the vital part of a manager's job. What a manager wants to be accomplished, how to be accomplished, when to be accomplished, by whom to be done etc. must be communicated to employees. In absence of communication, managers cannot establish relationships with subordinates, cannot motivate them, cannot control their performance, cannot direct them, and above all, cannot lead them effectively. Thus, effective communication greatly determines the effectiveness and efficiency of managers.

Success of an organization depends on timely performance of its activities and effectiveness of the employees. Good Communication helps the managers in determining appropriate course of actions, conveying their orders and instructions to the subordinates, getting response from the subordinates, and maintaining contact with the panics outside the organization. Thus, we can conclude that with the help of effective communicationSkills managers can perform their duties effectively and efficiently.

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